



Child Development Home Complaint

Name of Provider Hope Thornburg	County Muscatine	
Care Address 2101 Ridgewood Ave	City Muscatine	Zip Code 52761
Mailing Address 2101 Ridgewood Ave	City Muscatine	Zip Code 52761
Phone (563) 263-6834	Email hopeandfaithdaycare@gmail.com	

Date of Complaint: February 14, 2015

Date of Visit: February 18, 2015

- ☐ Scheduled ☒ Unannounced ☐ N/A
☐ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found
☐ N/A

RECOMMENDATION FOR REGISTRATION:

- ☒ NO CHANGES to registration status recommended
☐ REVOCATION of Registration

CATEGORY OF CARE:

- ☐ Category A
☒ Category B
☐ Category C (with no co-provider)
☐ Category C (with co-provider)

Summary of Complaint:

It was reported to the department a child being watched by Hope returned from the provider's home with bruises and complaining their "peepee hurt." The child has indicated the provider will pop them in the mouth to correct the child.

Rule Basis and Findings of Complaints:

110.5(1) Conditions in the home are safe, sanitary, and free of hazards.

110.5(6) Discipline

110.5(6)a Corporal punishment including spanking, shaking and slapping is not used.

110.5(6)b No punishment is used which is humiliating or frightening, or causes pain or discomfort to the child.

2/18/15: Social worker Kelly Dahlke and this worker went to the home of the provider and informed them of the allegations before the department. The provider had some idea as to what had been said regarding the

allegations against her. There were 8 children present in the home. The provider stated the allegations were ridiculous. Hope indicated she allowed the father of the child to come and visit his child on 2 or 3 occasions at her daycare with the last visit at daycare being in June/July of 2014. Hope does not believe the father has custody of the child and there is no custodial order in place. The father had recently requested to see his child and when Hope stated this could not happen, the father started to stalk her house and send nasty text messages to her. Social worker Dahlke indicated they had observed the child, the child did not have any visible injuries and the mother of the child does not have any concerns regarding the care of her child at Hope's daycare. Hope indicated she reviewed her file of the child, did not observe any injury or incident reports with the child and does not believe the child has ever gotten hurt while there. Hope stated she sees the child every day for care and indicated the only injury she has saw on the child was a small scratch next to the child's eye, but did not think the injury happened either at school or at the daycare. Hope indicated the child is not potty trained and wears diapers all day. Hope stated she has heard the child say "owie" during a diaper change; however this was when the child had diarrhea for three days and the child's private area was getting tender. Hope does not have any concerns regarding the child's mother and her care of the child. The only concern Hope reported regarding the child is they are going through a biting stage at this time at daycare with other children. Hope indicated she utilizes time outs with her daycare children for discipline. This worker observed re-direction as a form of discipline with the daycare children when present for today's visit.

This worker completed a full compliance visit during today's visit. Non-compliance items were noted. Please refer to letter dated 2/24/15 in the file for further information.

2/18/15: A photo of the child from a social media site was shared with Social Worker Dahlke on this date by the parent of the child. It reveals a small bruise near the child's eye in the photograph. The photograph was taken approximately two weeks ago. The parent stated the child reportedly fell on something at the daycare home. The parent was not concerned with this injury and stated accidents will happen. The parent also indicated the child will use the toilet occasionally, but needs help wiping. The parent did not know about the child's reports of their "pee pee hurt", but acknowledged when the child has rashes in their private area that it does likely hurt.

3/9/15: Social Worker Dahlke contacted four daycare parents who bring their children to Hope for childcare. Neither of these parents expressed any concern with the level of care Hope provides their children and have not heard their children state any concerns to them or come home with any unexplained bruises or marks.

Complaint: There is not a preponderance of evidence based on the information submitted by the provider, the lack of physical evidence on the child and no concerns presented by the mother of the child or other daycare parents bring their children to Hope for childcare.

Resolution and Action Required:

Hope will have all items of non-compliance noted in the visit of 2/18/15 completed by **4/10/15**.

Consultant's Signature	Date
Supervisor's Signature MACHELLE PEZLEY	Date 03/23/15